

Integrated Service Delivery

California Workforce System, State/Local Partnership

State Framework/Draft Policy for Implementing Integrated Service Delivery and Learning Labs

Background: Over the last several months an Integrated Service Delivery Planning Team comprised of representatives from EDD's Workforce Services Branch, CWIB, CWA, Labor and Workforce Development Agency and Local Workforce Areas have been exploring opportunities for moving toward an integrated service delivery model that effectively:

- responds to 21st Century industry demand and our contemporary workforce crisis;
- assures that our services and training are in alignment with current local and regional labor market requirements;
- shifts service priority to an emphasis on worker skills, assisting workers to gain the skills leading to self-sufficiency and responding to employer demand;
- copes with limited and declining funding through a more efficient use of resources and a reduction of program duplication and requirements;
- increases service levels and quality; and
- redefines and improves performance.

California's integrated service delivery planning is structured to move forward by identifying policies, strategies and models in three key areas: *integrated customer pool, integrated customer flow and integrated staffing*. Work groups involving state and local partners will develop recommended policies, strategies and operating models. These will be tested through Local Areas volunteering to serve as "learning labs" for proposed models. The target date for learning lab implementation is July 2008.

For further background on this planning effort see the separate Frequently Asked Questions and Definition of Learning Labs documents.

Consensus on a Framework: The following represents consensus of the Integrated Service Planning Team at its July 12, 2007 meeting and serves to establish a framework for implementing an integrated service design and for defining key responsibilities.

- 1. Our goal is that every workforce area in California will eventually implement integrated service delivery. Again, the intent of the Learning Lab experience is to provide sufficient data, uncover issues for resolution and provide a roadmap for expansion to all of the State's LWIAs. Integration includes:**
 - A common pool of customers, composed of WIA Title I Adults and Dislocated Workers; Wagner-Peyser, Veterans, Long Term Unemployed, Migrant Seasonal Farm worker and Trade Adjustment Act.
 - A common set of services available to all customers in the pool through a common customer flow.

- Integrated Staffing: Shared WIA, WPA and TAA staffing of the common service and customer flow.

2. EDD/State will:

- Issue a general, first draft integrated service delivery policy with broad parameters (and minimums) for local integrated service delivery.
- Determine what resources and tools are available to assist Local Workforce Boards, WPA, Veteran and TAA in the integration of services and assist Local Boards in accessing them.
- Collaboratively define the roles, responsibilities and priorities of WPA, TAA and Veteran program staff in support of the local integration strategy plan.
- This first draft policy will be continuously improved through the learning from the learning labs and discussion with the Integration Planning Team.

3. Local Workforce Investment Boards and Local Elected Officials will:

- Assume the responsibility to plan, design, and implement integrated service delivery in accordance with State Policy.
- Submit to EDD a local integrated services delivery plan within the parameters of the initial state policy on integrated service delivery.
- EDD will “accept” those plans that meet those broad parameters.
- EDD will use the accepted plan as the basis for monitoring the local implementation of integrated service delivery.

4. The Learning Labs will:

- Test a wide variety of approaches to achieve integrated service delivery (as outlined in their local integrated service delivery plan).
- The learning from these approaches will inform the development of the draft, state integrated service delivery policy.
- Among the learning to be captured from these Labs are:
 - impact on service quality
 - ease of data collection
 - increased efficiencies and effectiveness

- impact on performance outcomes
- the time required to implement integrated services delivery
- sufficiency and identification of resources to meet the responsibility
- increase in number of customers receiving skills and other training
- impact on cost per customer served
- impact on skills improvement from entry to exit
- impact on customer service outcomes
- impact on duration of unemployment

Questions or Comments, Please Contact:

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